

## 9-1-1 Do's and Don'ts

**302 W. Cotton St.** | [Click here for map](#) [1]

### Do's

- Teach your children how and when to dial 9-1-1.
- Follow the telecommunicator's directions and answer all questions.
- Stay calm and speak clearly.
- Give your address and phone number. (Although we receive address and phone number information when you dial 9-1-1, that information may be incorrect.)
- Quickly and briefly describe your problem. As soon as we know what assistance you need, the sooner we can send help to you. Get to the point as soon as possible.
- Be prepared to describe the person(s) involved in the incident. This includes the person's race, sex, age, height, weight, hair color, clothing description, or any other distinguishing characteristics.
- Be prepared to describe any vehicles involved in the incident. This includes the color, year, make, model, and type of vehicle (pick up, SUV, 2 door/4 door, etc). If the vehicle is moving, include the last direction of travel.
- Remain on the line until the telecommunicator tells you that you may hang up.

### Don'ts

- Call 9-1-1 if your power goes off or if the weather is threatening.
- Call 9-1-1 to ask about a warrant or speeding ticket.
- Call 9-1-1 to ask for directions.
- Call 9-1-1 as a prank. It is a violation of the law to place fraudulent 9-1-1 calls and violators will be prosecuted.
- Call 9-1-1 to find out if someone is in jail. For someone arrested in Longview call the Gregg County Jail at 903-236-8400.
- Call 9-1-1 to "test" your phone or the 9-1-1 system without first calling Public Safety Communications and making prior arrangements with the 9-1-1 operator on the administrative line, 903-237-1170.
- Program 9-1-1 into your auto-dial on your telephone. You won't forget the number, and programming the number invites accidental dialing of 9-1-1.
- Hang up until directed to do so by the telecommunicator

**For more information call: 903-237-1170** | [Contact Us](#) [2]

**Source URL:** <http://psc.longviewtexas.gov/911-dos-donts>

### Links:

[1]

[http://www.google.com/maps?f=q&source=s\\_q&hl=en&geocode=&q=302+W.+Cotton+St..++longview,+tx&sll=32.496289,-94.809372&sspn=0.008397,0.01929&ie=UTF8&hq=&hnear=302+W+Cotton+St,+Longview,+Gregg,+Texas+75601&z=16](http://www.google.com/maps?f=q&source=s_q&hl=en&geocode=&q=302+W.+Cotton+St..++longview,+tx&sll=32.496289,-94.809372&sspn=0.008397,0.01929&ie=UTF8&hq=&hnear=302+W+Cotton+St,+Longview,+Gregg,+Texas+75601&z=16)

[2] <http://psc.longviewtexas.gov/services-contact#PSC@LongviewTexas.gov>